

HEALTHY LOUISIANA ADMINISTRATIVE ACTIONS, MONETARY PENALTIES, AND SANCTIONS

Tracking Number	Contractor Name and Address	Failed Deliverable/Non-Compliance with Contract Requirements	Notice of Action Date	MCO Response/ Corrective Action Plan Submission	Compliance Date	Potential Monetary Penalties	Notice of Retainage Withhold	Monetary Penalty Amount	Notice of Retainage Release or Permanent Withhold	Other
UHC2-01(a)	United Healthcare Community Plan 3838 N. Causeway Blvd. Suite 3225 Metairie, LA 70002	<b><u>Submission of Cash Disbursement Journal - Section 17.8.3.2 of the contract</u></b>  Due no later than the twenty-fifth (25th) calendar day of the month following the month in which they were processed (paid or denied), including encounters reflecting a zero dollar amount (\$0.00) and encounters in which the MCO has a capitation arrangement with a provider. If the MCO fails to submit complete encounter data, as measured by a comparison of encounters to cash disbursements within a five (5) percent error threshold (at least ninety-five (95) percent complete), the plan may be penalized as outlined in Section 20 of the RFP.	<a href="#">6/19/2015</a>		<a href="#">6/3/2015</a>	<b><u>Monetary Penalties - Section 20.3 of the contract</u></b>  The MCO may be subject to a sanction of \$10,000 per calendar day for each day the information is late; or incomplete, deficient and/or inaccurate until the information has been submitted and accepted by DHH as complete, accurate and containing no deficiencies.	<a href="#">6/19/2015</a>			<a href="#">5/29/2015</a>
UHC2-01(b)	United Healthcare Community Plan 3838 N. Causeway Blvd. Suite 3225 Metairie, LA 70002	<b><u>Submission of Encounter Data - Section 17.8 of the contract</u></b>  17.8.5 Within sixty (60) days of operation, the MCO's System shall be ready to submit encounter data to the FI in a provider-to-payer-to-payer COB format. The MCO must incur all costs associated with certifying HIPAA transactions readiness through a third party, EDIFECS, prior to submitting encounter data to the FI. Data elements and reporting requirements are provided in the Systems Companion Guide.  17.8.3.2 Due no later than the twenty-fifth (25th) calendar day of the month following the month in which they were processed (paid or denied), including encounters reflecting a zero dollar amount (\$0.00) and encounters in which the MCO has a capitation arrangement with a provider. If the MCO fails to submit complete encounter data, as measured by a comparison of encounters to cash disbursements within a five (5) percent error threshold (at least ninety-five (95) percent complete), the plan may be penalized as outlined in Section 20 of the RFP.	<a href="#">6/19/2015</a>		7/23/2015	<b><u>Monetary Penalties - Section 20.3 of the contract</u></b>  20.3.2 Ten thousand dollars (\$10,000.00) per calendar day for each day after the due date that the monthly encounter data has not been received in the format and per specifications outlined in the RFP.  The MCO may be subject to a sanction of \$10,000 per calendar day for each day the information is late; or incomplete, deficient and/or inaccurate until the information has been submitted and accepted by DHH as complete, accurate and containing no deficiencies.	<a href="#">6/19/2015</a>		<a href="#">8/10/2016</a>	<a href="#">5/29/2015</a>

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UHC2-02	United Healthcare Community Plan 3838 N. Causeway Blvd. Suite 3225 Metairie, LA 70002	<b><u>4.4 In-State Key Staff Positions</u></b>  The MCO is responsible for maintaining least fifty (50) percent of staff within the state of Louisiana. Positions at a minimum that must be located in Louisiana are the following:  4.4.1 Administrator/Chief Executive Officer 4.4.2 Chief Operating Officer/COO 4.4.3 Medical Director/CMO	<a href="#">6/19/2015</a>	<a href="#">6/26/2015</a>		<b><u>Employment of Key and Licensed Personnel - Section 20.5 of the contract</u></b>  20.5.1. A penalty of seven hundred dollars (\$700.00) per calendar day shall be imposed for failure to have a full-time acting or permanent Administrator/CEO for more than seven (7) consecutive calendar days for each day the Administrator/CEO has not been appointed;  <b><u>Failure to Have Subject Appropriate Staff Member(s) Attend Onsite Meeting - Section 20.12 of the contract</u></b>  In the event that DHH determines that the MCO failed to provide subject appropriate staff member(s) to attend an onsite meeting, and their onsite absence jeopardizes the smooth and efficient operation of the Bayou Health Program, a monetary penalty of up to \$1,000 per appropriate staff person per meeting may be assessed.				